

Class Title: Fraud Supervisor

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Plans, organizes, directs, and controls the workload and schedules of fraud investigators and monitors investigative activities. Supervises the recovery of outstanding financial claims.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Supervises the recovery of outstanding financial claims by conducting field investigations, computer checks, staff collaboration, research of legal records, and reviewing policy, procedures, computer data, and case documentation.
2	S	Controls the workload of fraud investigators by reviewing staff reports, preparing unit reports, performing staff evaluations, attending meetings, analyzing claim statistics, and assisting federal and state agencies with claims.
3	L	Monitors case actions by interviewing clients and testifying in court concerning claims.

CSC Adopted: October 2001; CSC Revised: February 2018

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Bachelor’s degree in the human services field and human services program experience in a lead or supervisory capacity or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.
Experience	Four years of experience in investigations or determining eligibility for social service government assistance programs. Supervisory experience or work experience in a leadership role.
Certifications and Other Requirements	Valid Driver’s License.
Reading	Work requires the ability to read reports, policies and codes, technical manuals, and correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, and statistics.
Writing	Work requires the ability to write reports, correspondence, proposals, evaluations, and training materials.
Managerial	Managerial responsibilities include directing programs, and developing and implementing standards and procedures and organizational change.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Office equipment, filing, court, field visits
Sitting	C	Computer, desk work, meetings, driving
Walking	F	To/from court, inter-office, to/from office equipment
Lifting	F	Case files, manuals, office supplies
Carrying	F	Case files, manuals, office supplies
Pushing/Pulling	F	File cabinet drawers, chairs
Reaching	O	Boxes, files, materials
Handling	F	Case files, manuals, office supplies
Fine Dexterity	C	Computer keyboard, telephone keypad, writing
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	O	Retrieving files
Twisting	N	
Climbing	O	Stairs
Balancing	O	Stairs
Vision	C	Computer, desk work, reading, observations, driving
Hearing	C	Staff, supervisor, clients, meetings, telephone, court
Talking	F	Staff, supervisor, clients, meetings, telephone, court
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copy machine, fax machine, meter machine, calculator, telephone, computer, Standard Microsoft Windows and Office software, State and Local software, Internet

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	N	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	--
Electrical Hazards	N	Noise and Vibration	N	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	N	Outdoors	--
Communicable Diseases	N	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)